

EMPLOYEE SERVICES COORDINATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Prepares documentation for hiring, promotion, separation, and other employment status changes; maintains division policies and procedures; conducts investigations into employee issues; and serves as a liaison between Human Resources and the division.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher level management.

May exercise functional and technical supervision over technical and clerical staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Provides technical assistance in the area of personnel services including transfer procedures, employee selection, use of eligible lists, records, training and discipline.
2. Participates in the drafting and implementation of operational and administrative policies and procedures.
3. Serves as a liaison between assigned division and the Human Resources Department. Represents the division in various committees and work groups. Explains policies and procedures and collective bargaining agreement. Receives and responds to complex and sensitive issues. Provides assistance to employees regarding conflicts and concerns with other staff and personnel matters. Ensures that appropriate departments, managers and supervisors are informed of changes in employee status or records as necessary.
4. Prepares, organizes and maintains confidential personnel information and records.
5. Prepares a variety of documentation including forms for hiring, promotion, separation, status changes and discipline; updates organizational chart as needed.
6. Monitors and tracks employee activity including FMLA leave, workers' compensation paperwork, vehicle accidents reports, attendance reports and other related items; informs appropriate parties of any pertinent changes in employee status or employee records; when applicable, talks with the employee's supervisor regarding workplace accommodations.

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Essential Functions:

7. Assists in coordinating and developing appropriate programs; maintains training records; prepares and distributes announcements for classes; schedules location and coordinates instructors; distributes safety information and manuals to employees.
8. Assists in resolving difficult and sensitive internal and external inquiries and complaints.
9. Maintains a variety of automated and manual schedules of meetings and events, logs, records and files; receives, sorts, stamps and distributes incoming and outgoing correspondence and other related materials; performs a variety of record keeping, filing, and other general clerical work. May act as timekeeper and maintain payroll records.
10. Reviews existing job classifications; ensures job descriptions are current and align with the division's business plan.
11. Inputs and retrieves a variety of data from various computer applications; generates reports as necessary.
12. May assist in preparation of division budget.

Marginal Functions:

1. Assists other city staff with coordinating and conducting CDL classes, safety classes and other required training classes. May assist with conducting safety and liability related recertification and testing; coordinates physical exams and vaccinations.
2. Coordinates activities and special projects within assigned area.
3. Supports interview process by scheduling interviews and participating in interview boards as necessary.
4. Prepares documents and notes for various meetings as necessary.
5. Attends and participates in professional group meetings; stays abreast of trends and innovations in human resources.
6. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of human resources functions.
Complex record keeping procedures and records management.
Principles of business letter writing and basic report preparation.
Methods and procedures of data entry.

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Knowledge of:

Modern office procedures, methods and computer equipment.
English usage, spelling, grammar and punctuation.
Pertinent federal, state and local laws, codes and regulations.

Skills in:

Managing sensitive and confidential information.
Providing a range of personnel services to assigned department or division.
Organizing, prioritizing, assigning and reviewing the work of lower level staff.
Interpreting and explaining city policies and procedures.
Preparing clear and concise reports.
Operating office equipment, including a computer.
Communicating clearly and concisely, both orally and in writing.
Establishing and maintaining effective working relationships with those contacted in the course of conducting business, including city officials and the general public.
Maintaining mental capacity which allows for effective interaction and communication with others.

Experience and Training Requirements

Experience:

Three years of analytical and administrative experience, including one year of experience with human resources functions.

Training:

Bachelor's degree from an accredited college or university with major in business administration, public administration, human resources or a related field.

May substitute combination of equivalent education and related experience. The city assesses 1.5 years of fulltime experience as equivalent to one year of education.

WORKING CONDITIONS

Environmental Conditions:

Location: Office environment.

Hazards: Exposure to computer screens.

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Physical Conditions:

Essential and marginal functions require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which include the following:

- *Walking, standing, or sitting for extended periods of time; and*
- *Operating assigned equipment.*

Maintaining effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing; and*
- *Operating assigned equipment.*

Maintaining mental capacity which allows the capability of:

- *Making sound decisions;*
- *Effective interaction and communication with others; and*
- *Demonstrating intellectual capabilities.*

SEGAL

REVISED 10/26/11 (formerly Personnel Services Coordinator)

FLSA & City: nonexempt

CSB 11/9/11